



SOCIAL SERVICES ADVISORY BOARD

ELIGIBILITY TRAINING CENTER

Brenda Vargas
Staff Development Coordinator
Eligibility Operations



LIVE WELL
SAN DIEGO



ETC TEAM

- 10 Supervising Human Services Specialist (Eligibility Trainers)
- 1 Office Assistant
- 1 Staff Development Coordinator





HUMAN SERVICES SPECIALIST (HSS)

- Work with the regions to determine HSS staff needs
- Work with our Agency Human Resources to hire new staff and promotional staff
- Coordinate the interviewing and hiring of HSS staff
- Determine number of training classes needed





UNIVERSAL HSS INITIAL TRAINING

- 13 weeks long
- Class sizes vary (24, 28, 36)
- Seville Plaza Training Facility
- 2 – 3 Eligibility Trainers per class





UNIVERSAL HSS INITIAL TRAINING (CONTINUED)

- Eligibility programs: CalFresh, Medi-Cal and CalWORKs
 - ☐ Review of program material
 - ☐ Activities
 - ☐ Budgets
 - ☐ Hands on CalWIN practice
 - ☐ Progress Assessments
- Customer Service Trainings





UNIVERSAL HSS INITIAL TRAINING (CONTINUED)

- Presentations

2-1-1	Live Well San Diego
Legal Aid	Trauma Informed
Civil Rights & Voter Rights	Internal Investigations
Compliance & Privacy	Bureau of Public Assistance Investigations (BPAI)
Child Welfare Services	Child Support
Child Health & Disability Prevention (CHDP) and Perinatal Care Network (PCN)	Department of Health Care Services (DHCS) Investigations
CalFresh Outreach: CalFresh Program and Hunger Coalition	Department of Health Care Services (DHCS) Investigations



UNIVERSAL HSS INITIAL TRAINING (CONTINUED)

- Meet and Greet
 - Managers
 - Directors, Assistant Directors, and Chiefs
- On the Job Training
 - Assigned Family Resource Center and Access Customer Service Call Center
 - Appeals, Quality Control (QC) and Overpayment Specialist Unit (OSU)
 - Document Processing Center (DPC)
- BPAI Ride-along



THE ESSENTIAL OFFICE ASSISTANT (EOA)

- Phase I and Phase II
 - Four days of training
- Material covered
 - Overview of Public Assistance
 - FRC Operations
 - Systems Training: CalWIN, MEDS
- Customer Service
- Presentations





PROGRAM FUNDAMENTALS & REFRESHERS

- CalFresh
- Medi-Cal
- CalWORKs
- Cash Assistance Program for Immigrants
- General Relief





MONTHLY ELIGIBILITY WEBINARS

- Live webinar sessions
- Eligibility Topic
- Intended for HSS and SHSS
- FRCs and Access schedule staff to attend
- Webinars are recorded and made available to staff



OTHER ELIGIBILITY TRAINING



ONLINE TRAININGS

- Learning Management System (LMS)
 - Various Eligibility Training topics
 - Mandated Trainings



Required Training



Training Transcript



LMS Support



Wellness Program



Training Schedule



Suggestions?

Have a LMS or training suggestion? We'd love to hear it. Click here to let us know.

"The key is not to prioritize what's on your schedule, but to schedule your priorities."

Stephen Covey

Inspirational Quote



The Spot

Online Resume Preparation

Do you want to improve your resume? Click here to take the Online Resume Preparation training.



This Month



YOUTUBE TRAINING VIDEOS

- Short informational videos
 - Videos for staff
 - ☐ Eligibility Training topics
 - ☐ Updates to our automated systems: CalWIN Release Information
 - ☐ Announcement sent to staff with video links

- Customer Videos

- ☐ Application process
- ☐ Information regarding available programs



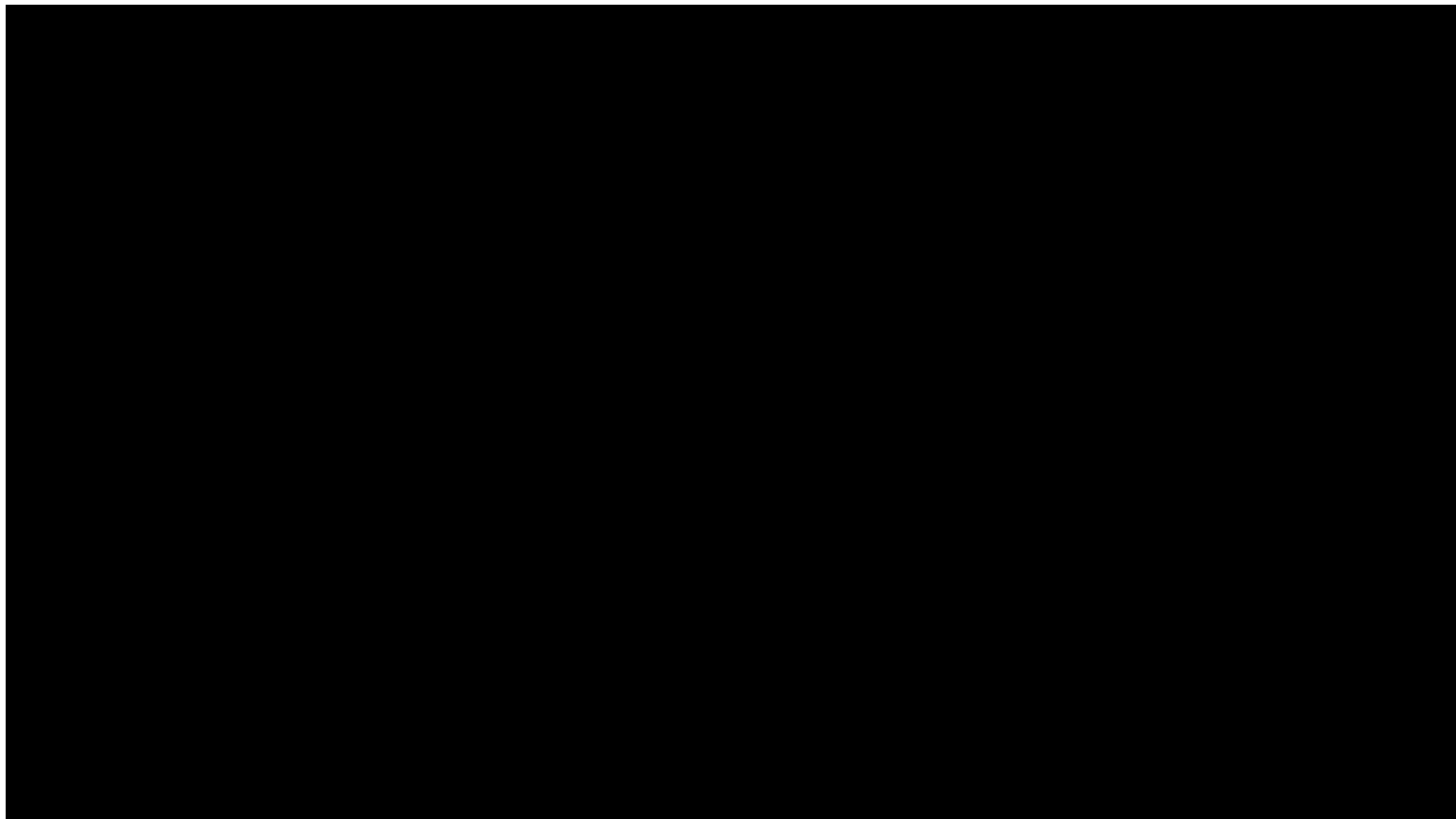
Restoring Your CalFresh Benefits!

Share Embed Email





YOUTUBE TRAINING VIDEO FOR CUSTOMERS





UC DAVIS

- Certificate Programs for Eligibility Staff
 - Supervisory Effectiveness Series I & II
 - Management Development Program
 - Lead Now (coming soon)
- Eligibility Trainings



TRAININGS FOR CONTRACTED STAFF



WELFARE TO WORK (WTW) STAFF

- ResCare and Public Consulting Group (PCG)
 - ❑ CalWORKs 101 for Employment Case Managers
 - ❑ WTW Case Management (UC Davis)



TRAINING STEERING WORKGROUP

- Meet monthly
- Staff Representatives from all Regions
 - Office Assistant
 - Human Services Specialist
 - Supervising Human Services Specialist
 - Program Specialist
 - Managers
 - Chiefs
 - Assistant Directors
 - Directors
- Eligibility Training Survey





ELIGIBILITY TRAINING REPORT

- Monthly report
- Share with all the Regions
- Reports training units provided
 - ☐ Universal HSS Initial Trainings
 - ☐ Fundamentals & Refreshers
 - ☐ Monthly Webinars
 - ☐ The Essential Office Assistant
 - ☐ Trainings for ECMs
 - ☐ UC Davis Trainings
 - ☐ Online Trainings
 - ☐ YouTube Videos



ELIGIBILITY TRAINING REPORT FY 2016-2017 (MARCH)



Initial Trainings	# of HSSs
CF/MC/CW 7/22/16 - 10/20/16	32
CF/MC/CW 08/05/16 - 11/03/16	16
CF/MC/CW 09/30/16 - 12/29/16	24
CF/MC/CW 10/28/16 - 01/26/17	27
CF/MC/CW 11/11/16 - 02/09/17	19
CF/MC/CW 01/06/17 - 04/06/16	25
CF/MC/CW 02/03/17 - 05/04/17	35
CF/MC/CW 02/17/17 - 05/18/17	22
Total:	200

Fundamentals & Refresher Trainings	# of staff
CW FUN 07/11/16 - 07/29/16 AM Class	28
CW REF 07/11/16 - 07/15/16 PM Class	23
CW FUN 08/01/16 - 08/16/16 AM Class	24
CW FUN 08/01/16 - 08/16/16 PM Class	24
CW FUN 08/22/16 - 09/09/16 AM Class	24
MC FUN 08/22/16 - 09/09/16 PM Class	26
CW FUN 09/12/16 - 09/30/16 AM Class	24
CW FUN 09/12/16 - 09/30/16 PM Class	24
CW FUN 10/03/16 - 10/21/16 AM Class	24
CW REF 10/03/16 - 10/07/16 PM Class	2
MC REF 10/10/16 - 10/14/16 PM Class	5
CF REF 10/17/16 - 10/21/16 PM Class	8
MC FUN 10/31/16 - 11/18/16 AM Class	25
CW FUN 10/31/16 - 11/18/16 PM Class	24
CW FUN 11/28/16 - 12/16/16 AM Class	24
CW FUN 11/28/16 - 12/16/16 PM Class	24
CW FUN 01/09/17 - 01/27/17 AM Class	25
CW REF 01/09/17 - 01/13/17 PM Class	14
MC REF 01/16/17 - 01/20/17 PM Class	13
CF REF 01/23/17 - 01/27/17 PM Class	11
CW FUN 01/30/17 - 02/17/17 AM Class	21
MC FUN 01/30/17 - 02/17/17 PM Class	21
CW FUN 02/21/17 - 03/10/17 AM Class	21
CW FUN 02/21/17 - 03/10/17 PM Class	21
MC FUN 03/20/17 - 04/07/17 AM Class	14
MC FUN 03/20/17 - 04/07/17 PM Class	12
Total:	506

Live Monthly Webinar Trainings	# of staff
Jul: CW Welfare to Work	883
Aug: SAR7 - A Customer's Perspective	1,019
Sep: CF NOAs	968
Oct: CF MC Combo Changes	1,172
Nov: IRT—Differences between CW and CF	1,096
Dec: Non-citizen sponsorship regulations	885
Jan: Interactive Interviewing	1,129
Feb: How to Review Wrap Up	1,140
Total:	8,292

The Essential OA (OA Onboarding)	# of OAs
July Session 07/05/16 - 07/07/16	13
November Session 11/08/16 - 11/10/16	13
March Phase I Session 03/07/17 & 03/14/17	26
March Phase II Session 03/21/17 & 03/28/17	33
Total:	85

UC Davis Trainings	# of staff
WTW Case Management Part I 11/04/16	24
WTW Case Management Part I 11/07/16	24
WTW Case Management Part II 12/15/16	24
WTW Case Management Part II 12/16/16	24
WTW Case Management Part III 01/30/17	24
WTW Case Management Part III 01/31/17	24
Management Development Program March 2017 - October 2017	22
Supervisory Effectiveness Series I 03/27/17 - 05/08/17	26
Total:	192

Trainings for ECMs (ResCare & PCG)	# of Staff
CW 101 07/12/16 - 07/13/16	24
CW 101 07/14/16 - 07/15/16	24
CW 101 10/05/16	24
CW 101 10/07/16	24
CW 101 02/10/17	24
CW 101 02/13/17	24
Total:	144

LMS Online Activity Name	# of staff
Appeals Lobby Video	13
Benefits CalWIN QR7/RRR	10
CalFresh Deductions	7
CalFresh Expedited Services (CFES)	5
CalFresh Negative Actions	6
CalFresh Student Eligibility	5
CalHEERS Certification for Office Assistants	0
CalHEERS Processing	15
Cal-Learn Training Refresh	2
CalWIN Wrap Up Recorded Webinar	1
Case Comments for CalWIN	0
Child Health and Disability Prevention	240
Civil Rights Training 2017	970
Domestic Violence Essentials	13
Domestic Violence (DV) Essentials Module 4	24
Domestic Violence Essentials Module 3	9
DV - Domestic Violence Essentials Module 2	9
Entering Case Reviews in Rushmore	8
Final CalWORKs ARCO Implementation	8
Medi-Cal Redeterminations	2
Medi-Cal Working Disabled	264
Modified Categorically Eligible (MCE) Webinar	2
NVRA Training 2017	1,021
Preventing the 1503 MEDS Error	5
Prospective Budgeting and Reasonably Anticipated Income	5
Quarterly Reporting Reasonably Anticipated Income (RAI)	0
Reviewing a Case in CalWIN	6
SD LAW TRAINING	22
Time on Aid (TOA) Overview	4
Time Study Training	2
Victims of Human Trafficking	21
Welfare To Work Recorded Webinar	10
PAFD Homeless Appointment Calendar	1,716
The Work Number Tutorial	1,570
Total:	5,995

YouTube Videos	# of views
SUA vs SUAS	395
Prospective Budgeting	284
History of Public Assistance 1 of 4 (Intro)	217
History of Public Assistance 2 of 4 (Food Stamps)	131
History of Public Assistance 3 of 4 (Cash Aid)	82
History of Public Assistance 4 of 4 (Medicaid)	101
CW Immediate Need	2,755
My BCW (Customer)	1,460
Restoring Your CalFresh Benefits! (Customer)	3,886
How to process a SAR7 in CalWIN	178
CalWIN Release Resources Video	183
CalWIN Release 46B Highlights	697
WTW Case Comment Template	87
Total:	10,456

Summary of All Training Units Provided	# of staff units
Total:	25,870



LIVE WELL
SAN DIEGO

Questions

